

CLAIMS

What is claimed is:

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1. A method for optimizing a level of actual quality during a communications session, comprising the steps of:
- establishing a desired quality level;
  - monitoring an actual quality level of the communications session;
  - determining whether an average monitored quality level exceeds the
  - 10 desired quality level;
  - increasing the actual quality level to the desired quality level of the communications session if the monitored actual quality level is less than the desired quality level; and
  - reducing the actual quality level to the desired quality level if the
  - 15 monitored actual quality level is greater than the desired quality level.
2. The method of claim 1, further comprising the step of generating an adjusted billing statement reflecting any increases or decreases in the actual quality level from the desired quality level.
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3. The method of claim 1, wherein said monitoring step includes monitoring one or more of the following:
- average packet delay;
  - packet delay variation;
  - 25 number of error packets;
  - number of error packet blocks; and
  - number of misinserted packets.
4. The method of claim 1, wherein said increasing step includes the step
- 30 of increasing the actual quality level to the desired quality level

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